



OFFICE OF DISABILITY RIGHTS FY 2024 PERFORMANCE PLAN

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1 OFFICE OF DISABILITY RIGHTS

Mission: The mission of the Office of Disability Rights (ODR) is to ensure that every program, service, benefit, and activity operated or funded by the District of Columbia is fully accessible to, and usable by, qualified people with disabilities with or without reasonable accommodations or modifications.

Services: ODR is responsible for oversight of the District obligations under the Americans with Disabilities Act (ADA) as well as other federal and local disability rights laws. ODR provides technical assistance, training, informal dispute resolution, policy guidance, and expertise on disability rights issues to District agencies and the disability community. ODR coordinates the ADA compliance efforts of all District agencies and works with agency ADA coordinators to ensure that the District is responsive to the needs of the disability community and employees with disabilities.

2 PROPOSED 2024 OBJECTIVES

Strategic Objective

Be a Model City of Structural, Programmatic and Social Accessibility for People with Disabilities.

Improve the responsiveness of government systems and employees to the needs of people with disabilities.

Increase employment of people with disabilities in DC government.

Expand opportunities for people with disabilities to live in integrated community settings.

Create and maintain a highly efficient, transparent, and responsive District government.

3 PROPOSED 2024 OPERATIONS

Operation Title	Operation Description	Type of Operation
Be a Model City of Structural, Programmatic and Social Accessibility for People with Disabilities.		
Assess District-owned Buildings	Survey and evaluate District-owned building for accessibility to persons with disabilities and the aging population.	Daily Service
Complaints, Information, Technical Assistance	Provide information and technical assistance to residents, employees and visitors of the District, as related to the (American with Disabilities Act) ADA laws.	Daily Service
Improve the responsiveness of government systems and employees to the needs of people with disabilities.		
Agency Database Compliance	ODR requests that all agency ADA Coordinators input all requests for reasonable accommodations and allegations of disability discrimination into Quickbase for ODR review and recommendations.	Daily Service
Increase employment of people with disabilities in DC government.		
ADA Training	Provide training's focused on the American's with Disabilities Act (ADA) and other law related to the District's disability population.	Daily Service
Reasonable Accommodations Oversight	Provide technical assistance and oversight to District Government agencies providing reasonable accommodations to its employee.	Daily Service
Expand opportunities for people with disabilities to live in integrated community settings.		
Olmstead Initiative	Manage the implementation of the city-wide Olmstead Initiative (oversight of reporting and outreach).	Key Project
Outreach and Wellness Events	Provide outreach, education and information to constituents related to disability issues.	Daily Service
Create and maintain a highly efficient, transparent, and responsive District government.		
Emergency Preparedness	Partnering various agencies to develop and implement effective emergency plans and initiatives in accordance with the Americans with Disabilities Act (ADA).	Key Project

4 PROPOSED 2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators					
Measure	Directionality	FY 2021	FY 2022	FY 2023 Target	FY 2024 Target
Be a Model City of Structural, Programmatic and Social Accessibility for People with Disabilities.					
Percent of Complaints, Information, Technical Assistance and Reasonable Accommodations (CITAs) requests addressed within 30 days of request	Up is Better	97.3%	99.2%	90%	90%
Percent of Sign Language Interpretation scheduled within four (4) days of the request	Up is Better	99.3%	98.6%	96%	96%
Percent of District-owned buildings assessments within 20 days of the request	Up is Better	100%	100%	90%	90%
Improve the responsiveness of government systems and employees to the needs of people with disabilities.					
Number of DC Employees, contractors, and grantees receiving ADA training	Up is Better	1,653	1,516	1,200	1,200
Percent of accessibility reports which are completed within 30 days of the request	Up is Better	90%	100%	90%	90%
Increase employment of people with disabilities in DC government.					
Employment focused outreach events	Up is Better	7	6	8	8
Expand opportunities for people with disabilities to live in integrated community settings.					
Age Friendly: Number of participants in the ODR sponsored ADA Community Training on Housing	Up is Better	377	60	100	100

Workload Measures

Measure	FY 2021	FY 2022
Assess District-owned Buildings		
Surveys Conducted and Reports Submitted to Determine Accessibility of District-owned Buildings	126	238
Complaints, Information, Technical Assistance		
The Number of Complaints, Requests for Information and Requests for Technical Assistance (CITA) from residents, employees and visitors to the District	421	544
Outreach and Wellness Events		
The Number of attendees at ODR-sponsored events	1124	266